



Department of Administrative Services
Information Security Office Utility

March 21, 2006

It is proposed that a utility service be established for the operations of the Department of Administrative Services, Enterprise Information Security Office (ISO). The ISO was the primary recommendation of the Governor's Cyber Security Task Force report released in 2004. The office has been formed and has initiated a number of programs. The utility service will assure sustainable funding and ongoing continuity in information security services for the enterprise.

ISO Mission: *Provide leadership and assure accountability to reduce risk to information security resources and protect the confidentiality, integrity and availability of critical information assets.*

The ISO is needed because an adverse information security event in one agency may directly or indirectly impact others. Individual agencies can not assure others are operating securely.

The cost of the proposed utility service includes salary and benefits for the state's Chief Information Security Officer (CISO) and one additional senior security officer, plus minimal support for office operations. This is considered the minimum staffing level to achieve results.

Proposed Utility Service: Comprised of five core functions:

1. Develop enterprise-wide policies and standards in information security, in collaboration with affected agencies and in accordance with established best practice, and gain approval from the Technology Governance Board.
2. Assure through assessment, audit, and monitoring that all participating agencies are following approved policies, standards and best practices to protect their IT resources and those of others.
3. Coordinate enterprise-wide information security awareness training and information sharing.
4. Provide emergency information and response services to reduce the impact of adverse incidents and speed recovery if an incident results in damage or interruption of service.
5. Be a resource to agencies in their efforts to reduce risk and in meeting the requirements of the Enterprise Information Security Policy.

Through the work of the ISO, agency staffs should see reduced downtime and higher productivity, because they will have fewer interruptions of computing services, less malware to deal with, consistent and documented processes to follow and more training on how to keep information secure. Agency management and technical staff will have guidance on security measures and requirements, assistance in meeting those requirements and more consistency when working collaboratively with other agencies. Citizens will benefit because their personal information will be less likely to be compromised and they will be less likely to find government services unavailable or otherwise limited. Limiting information security incidents engenders confidence in state government systems which benefits all agencies and encourages citizens to use on-line services.

Estimated Utility Service Cost in FY 07: Includes salary and benefits for two employees and limited travel, training, communications and office expense costs. \$248,426

Apportioning costs per employee, consistent with the Active Directory utility, the monthly cost would be \$0.95 per employee per month.